
GENERAL PROCEDURAL POLICIES

**CORRESPONDENCE TO PRACTICING VETERINARIANS,
VETERINARY MEDICAL ASSOCIATIONS, AND OTHER
SCIENTIFIC DISCIPLINES**

1. **Purpose:**

This guide establishes the procedures to be used in responding to inquiries from academic and privately practicing veterinarians, veterinary medical associations and other scientific disciplines concerning veterinary medical or other scientific issues. It does not apply to correspondence addressed to veterinarians or other scientists who are industry representatives or clinical investigators for applications, petitions, legal or administrative actions nor to veterinarians or other scientists who are expert witnesses in regulatory or administrative actions or (other) non-medical or non-scientific regulatory correspondence to any of these individuals.

2. **Policy:**

A veterinary staff member should ordinarily be involved in the preparation of responses to inquiries from veterinarians described above to assure use of proper terminology and for professional courtesy. Similarly, the preparation of correspondence to members of other scientific disciplines shall involve a staff member of the respective discipline ~~whenever~~ possible.

3. **Procedure:**

a. Routing:

- (1) Unless addressed to a specific individual veterinarian, all inquiries from practicing veterinarians and veterinary medical associations or other scientific disciplines regarding nonregulatory veterinary medical/scientific issues will be referred to the appropriate Office Director.
- (2) Correspondence from any of these individuals which addresses regulatory

issues is to be routed to the Division of Compliance for handling.

b. Response Time:

- (1) All inquiries addressed by this guide should be answered within 30 days of their receipt unless otherwise specified. Responses for the Center Director's signature should be completed within 15 days unless otherwise specified.
- (2) If a response cannot be made within the specified times, an acknowledgment letter should be sent indicating that the inquiry has been received and action on it has been initiated.

c. Clearance:

The Division of Compliance has the responsibility of reviewing for accuracy the content of all responses to inquiries from veterinarians and veterinary medical associations which involve regulatory matters, and with the concurrence of the Office Director may sign such letters when warranted.